Product Support Notice

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PSN #	PSN004443u

Original publication date: 12-Mar-15. This is Issue #02, published date: 20-Mar-15.	Severity/risk level	Medium	Urgency	When Convenient

Name of problem B189 IP Conference Phone – Touch Screen Sensitivity and Responsiveness Issues

Products affected

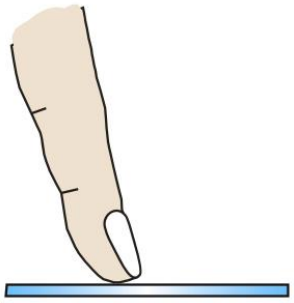
B189 IP Conference Phone

Problem description

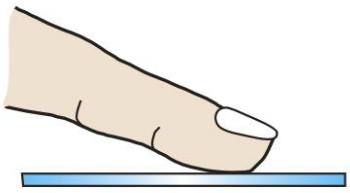
Touch screen presses on the B189 are intermittently recognized. The most common reproduction method is comparing the response when using the full finger pad vs. the finger-tip or smaller.

Example

The touch panel reports correct touch event when it is touched by fingertip.



The touch panel does not send touch event when it is touched by finger pad.



Resolution

B189 Patch 1.0.1.32 - ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/B189PatchesAndSoftware/1.0.1.32 B189TouchScreen/B189-IPT-H323-R1_0_1_32-012815.zip

Workaround or alternative remediation

None

Remarks

- B189 Release 6.6 is planned for an April/May 2015 general availability and will replace the 1.0.1.32 patch. Customers will be expected to upgrade B189 units to R6.6 GA when released.
- If 1.0.1.32 doesn't resolve your B189 touch screen sensitivity and/or responsiveness issue please follow the standard escalation process to engage Avaya.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	No
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
n/a
Mitigation
n/a

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